

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	2215586
<b>Application Number:</b>	09690566
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	1577
<b>Title of Invention:</b>	SYSTEM AND METHOD FOR DETERMINING AND REDUCING CUSTOMER SERVICE IMPACT
<b>First Named Inventor/Applicant Name:</b>	Michael P. Lilly
<b>Customer Number:</b>	27557
<b>Filer:</b>	Bruce D. George/Jeanette Rayfield
<b>Filer Authorized By:</b>	Bruce D. George
<b>Attorney Docket Number:</b>	LLY-004
<b>Receipt Date:</b>	19-SEP-2007
<b>Filing Date:</b>	17-OCT-2000
<b>Time Stamp:</b>	15:38:01
<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	yes
Payment was successfully received in RAM	\$450
RAM confirmation Number	812
Deposit Account	022555
The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows: Charge any Additional Fees required under 37 C.F.R. Section 1.16 and 1.17	

### File Listing:

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Document Number	Document Description	File Name	File Size(Bytes) /Message Digest	Multi Part /.zip	Pages (if appl.)
1	Miscellaneous Incoming Letter	00103_118_Reply_Transmittal_Letter.pdf	39738 7d39bf382d1110b11a80a60ea869dd37c7d31968	no	4

**Warnings:**

**Information:**

2		00103_118_Response_to_OfficeAction_04_19_07.pdf	164603 d08577908a58fa4f63d67a8d9ee30389795b20e	yes	20
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	<b>Multipart Description/PDF files in .zip description</b>				
	<b>Document Description</b>		<b>Start</b>	<b>End</b>	
	Amendment - After Non-Final Rejection		1	1	
	Claims		2	13	
	Applicant Arguments/Remarks Made in an Amendment		14	20	

**Warnings:**

**Information:**

3	Fee Worksheet (PTO-06)	fee-info.pdf	8189 1843a11afcf99bcbca8ec0712c869bc88c18b1e1	no	2
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**Warnings:**

**Information:**

<b>Total Files Size (in bytes):</b>			212530
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This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.

**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.